

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

Office Technician (OT)

POSITION NUMBER:

030-1139-001DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)***Office of Equity (OOE)**BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)***Office of Tribal Affairs (OTA)**

SUPERVISOR'S NAME:

Laila DeRouen

SUPERVISOR'S CLASS:

SSM ISPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☒ Performs other duties requiring high physical demand. *(Explain below)*
- ☐ None
- ☒ Other *(Explain below)*

Fingerprint clearance

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:☐ None ☒ Supervisor ☐ Lead Person ☐ Team Leader**FOR SUPERVISORY POSITIONS ONLY:** Indicate the number of positions by classification that this position DIRECTLY supervises.

n/a

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

n/a

MISSION OF ORGANIZATIONAL UNIT:

Grounded in meaningful Tribal consultation, engagement of core stakeholders, and advising leadership, the OTA guides CDSS' efforts to help create and facilitate policies, procedures and programs that serve American Indian children and families.

A priority of OTA is to strengthen the Indian Child Welfare Act (ICWA) implementation with a focus on inquiry, notice, active efforts and placement. The Tribal Affairs AGPA works directly with Tribes, counties, and the state on the consistent implementation of ICWA with a focus on Tribally Approved Homes.

CONCEPT OF POSITION:

Under the direction of the OTA Manager (SSM I), the Office Technician (OT) will perform various clerical tasks and duties to support the OTA all units. The duties performed and responsibilities associated with this position, require a high level of clerical skills, initiative, independence of action, good judgment, and excellent customer service.

A. RESPONSIBILITIES OF POSITION:

30% Prepares and formats written documents, including correspondence, reports, forms, and work orders for the OTA. Ensures appropriate Department format and guidelines are followed; reviews drafts of outgoing correspondence to ensure accuracy of narrative content, spelling, grammar, and completeness; prepares and proofreads documents for signature. Tracks and follows up on documents in the approval and signature process to ensure that established due dates are met. Independently or with minimal direction, prepares original correspondence pertaining to routine program inquiries. Develops and maintains internal office system to screen, prioritize, and organize incoming correspondence, and other sensitive documentation including maintaining an automated correspondence control system; activity logs, manuals, forms, and filing systems. Date stamps, sorts, and routes incoming mail and documents; faxes, scans, and photocopies documents.

20% Answers, screens and routes incoming phone calls in an efficient and professional manner to appropriate staff for OTA. Greets and assists visitors, including pre-registering with security desk and notifies staff of arrival. Coordinates activities and works with other staff when other organizations are involved; provides direction to other clerical staff when necessary. Assists with updating Division websites by collecting phone lists from branch OT's. Calls Tribal Governments on a monthly basis to ensure contact information is current and up to date in data management system.

30% Prepares itineraries, meeting agendas, and minutes for various meetings; including Tribal Consultation, schedules meetings or other appointments using Microsoft Outlook Calendar; provides applicable materials when appropriate; reserves conference rooms and IT equipment; schedules various meetings/interviews and facilitates webinars. Makes travel arrangements for staff and processes travel claim documents for the OTA Director using the automated CalATERS system. This includes maintaining a file of travel documents (STD 255) and expenses.

10% Maintains office IT needs and small equipment by anticipating needs and ordering when needed; orders office supplies. Maintains OTA files, and file retention schedule. Acts as Liaison to report computer/equipment problems to departmental technical staff. Assists with interviews and on-boarding of new staff; prepares and regularly updates clerical desk manual of duties and responsibilities and documents any changes in work-related procedures; ensures OTA environment is well kept including but not limited to, keeping copy machines and printers stocked with paper and calls for repairs, as needed. Contacts Business Services when janitorial services or maintenance is needed. Compiles an order supply list to P-Card holders for purchasing. Assists with updating GAL list with new or deleted users.

5% Acts as the Attendance Coordinator. Duties include processing all personnel documents for staff, attendance reporting, and monitoring staffing needs. Collects and submits time sheets for supervisor's review and signature; prepares and submits monthly attendance reports and resolves any discrepancies with Personnel. Acts as point of contact for staff regarding information and/or enrollment procedures for health benefits.

5% May be assigned other duties as required

B. SUPERVISION RECEIVED:

Directly supervised by the OTA Director. The incumbent is required to utilize initiative and resourcefulness in completing assignments .

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

Daily contact with all levels of departmental employees as well as other state and county staff. tribal government officials, tribal stakeholders and public. Must demonstrate personal professionalism at all times and be flexible. Willing to work cooperatively with all staff and management are also desired traits.

E. ACTIONS AND CONSEQUENCES:

Candidate is required to use good judgment and resourcefulness in completing assignments. Failure to use good judgment in handling sensitive-and confidential material could result in information being released to unauthorized persons resulting in possible detrimental liability for the Department.

F. OTHER INFORMATION:

Must possess good interpersonal and communication skills and be able to work well under pressure. The OT must be able to work independently, anticipating the needs of staff in order to maintain smooth functioning within the Office.